



State of Tennessee Department of Children's Services

Administrative Policies and Procedures: 13.9

Subject: Case Management Supervision: Transfers Within and Between Regions

Supersedes: DCS 13,9, 10/01/99

Local Policy: No

Local Procedures: No

Training Required: No

Applicable Practice Model Standard(s): Yes

Approved by:

Effective date: 10/01/99

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Application

To All Department of Children's Services Case Managers

Authority: TCA 37-5-106

Policy

The case manager shall ensure that youth relocated within a region, or to another region receive continued supervision by the Department of Children's Services when continued supervision is necessary and transfer is deemed appropriate.

Procedures

A. Transfer of case management within regions

1. When a youth and his/her family change their residence to an area supervised by another case manager, the supervising case manager shall discuss the case with his/her team leader.
2. If the circumstances merit a transfer, the case manager shall discuss the transfer with the case manager supervising the youth in the new area of residence and the case shall be promptly transferred. *See section D of this policy.*
3. If a youth requests permission to reside in another area with someone other than his/her parents, the supervising case manager shall first discuss the request with his/her team leader. If the youth's request has merit, the case manager shall, via EMAIL, request that the case manager responsible for that area investigate the home. The investigating case

manager shall report his/her findings, via EMAIL, within ten (10) working days. An investigation must include, but not be limited to, the following:

- ◆ Willingness of the individual(s) to accept the youth into the home and work with DCS staff;
 - ◆ Suitability of the home including sanitation and available space;
 - ◆ Character and reputation of the individual(s) being Investigated;
 - ◆ Financial ability of the individual(s) to provide for the youth;
 - ◆ Other resources available based on the youth's needs.
4. If the new home is deemed satisfactory, the case shall be promptly transferred following the procedures as outlined in *Section D* of this policy.

B. Youth and family change of residence to another region

1. When a youth and his/her family change their residence to an area within another region, the current case manager shall first discuss the case with his/her team leader.
2. If circumstances merit continued supervision, the case manager shall then request, via EMAIL, verification of the family's new residence and approval of a transfer of supervision by the receiving region.
3. Upon receipt of the request for residence verification, the receiving region shall assign the case to the appropriate case manager. The case manager shall verify that the family has established residence in the new location and shall reply to the sending region, via EMAIL, within ten (10) working days.
4. Upon receipt of the residence verification and acceptance of supervision, the sending case manager shall promptly transfer supervision following the procedures as outlined in *Section D* of this policy.

C. Youth relocation

1. If a youth requests permission to reside in another region

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**due to placement
with individuals
other than parents
in another region**

with someone other than his/her parents, the supervising case manager shall first discuss the request with his/her team leader.

2. If the youth's request has merit, the case manager shall request, via EMAIL, a placement investigation. This investigation should be conducted prior to the youth being given permission to move.
3. Upon receipt of the request for an investigation, the receiving region shall assign the investigation to the appropriate case manager. The investigating case manager shall report his/her findings, via EMAIL, within ten (10) working days. An investigation must include, but not be limited to:
 - a) Willingness of the individual(s) to accept the youth into the home and work with DCS staff;
 - b) Suitability of the home including sanitation and available space;
 - c) Character and reputation of the individual(s) being investigated;
 - d) Financial ability of the individual(s) to provide for the youth;
 - e) Other resources available based on the youth's needs.
4. If the new home is deemed satisfactory, the case shall be promptly transferred.

**D. Additional
requirements for
the transfer of
supervision of
youths in out of
home placements**

1. If it is necessary to transfer a case, a face-to-face meeting must be convened between the sending case manager with the receiving case manager.
2. If it is necessary to transfer the supervision of a youth while the youth is residing in an out-of-home placement, the transferring case manager shall notify the youth's facility case manager of the transfer immediately.
3. The facility case manager shall be given the youth's new address and home telephone number and the name, office location and telephone number of the youth's new home county case manager.

**E. Reasons for non-
transfer**

Supervision must not be transferred if the youth voluntarily enters a public or private residential treatment program located in

another region.

F. Documentation regarding transfer transactions

1. The sending case manager shall ensure that all case records are current and that information relating to the transfer is included in the case recordings.
2. The sending case manager shall ensure that all appropriate computer entries are made.
3. Before a case can be transferred, a case summary will be written in TN Kids case recordings. The sending case manager will complete a *Transfer Checklist* (form CS-0638)
4. Form CS-0476, *Notification of Change of Circumstances* shall be sent to the child welfare benefits counselor.

G. Transfer disagreements

Any conflicts or disagreements between the transferring and receiving case managers about the appropriateness of the transfer should be submitted to their team leaders for resolution.

Forms

CS-0476 Notification of Change of Circumstances
CS-0638 Transfer Checklist

Collateral Documents

None

Standards

DCS Practice Model Standard – 5-300A
DCS Practice Model Standard – 5-301A